

Academic and Non-Academic Complaint Resolution

Lancaster Bible College (LBC) is committed to providing every student—regardless of location or learning format—with a clear, fair process for raising concerns. Students who wish to register a complaint should first use the applicable LBC complaint, grievance, or appeal procedure described in the College’s handbooks and policies and allow that process to be completed before contacting an outside agency. Students will not be subjected to unfair action or treatment for submitting a complaint or grievance in good faith.

Action Steps

1. Identify the type of concern and begin with the appropriate LBC process.

- **Academic grade concern:** [Review the Academic Grade Appeal process.](#)
- **Academic integrity concern:** [Review the Academic Integrity Policy.](#)
- **Academic non-grade concern:** Contact your department dean for help with unprofessional behavior or another academic concern unrelated to a grade. See the [Meet Our Team page](#) for contact information.
- **Student life concern:** For matters involving residence halls, dining, or other undergraduate student-life experiences, contact Student Affairs at studentaffairs@lbc.edu.
- **Accessibility, bias, discrimination, harassment, sexual misconduct, or other protected-status concern:** Use the applicable Americans with Disabilities Act process, [Bias Reporting Form](#), [Anti-Discrimination and Harassment Policy and Procedure](#), Sexual Misconduct and Violence procedure, or [Title IX Incident Reporting Form](#).
- **Suspected institutional misconduct:** Review the [Whistleblower Policy](#).

2. Follow the full internal procedure. Submit the requested information, respond to follow-up questions, and complete any available institutional review or appeal. Keep copies of relevant communications and documents.

3. If the concern remains unresolved, use the external option that applies.

- **Pennsylvania Department of Education (PDE):** Students may use PDE’s [postsecondary complaint process](#). PDE will determine whether the complaint falls within its jurisdiction and will notify the parties of the outcome when it investigates a matter.

Pennsylvania Department of Education

Division of Higher Education, Access, and Equity

607 South Drive, Floor 3E

Harrisburg, PA 17120

Phone: 717-783-6786

Email: RA-HigherEducation@pa.gov

- **Online students and SARA complaints:** A complaint related to interstate distance education must first be addressed through LBC's internal process. If it remains unresolved, review the [Pennsylvania SARA Student Complaint Process](#) and the [NC-SARA student complaint information](#). PDE serves as Pennsylvania's SARA State Portal Entity; use the PDE contact information above.
 - For questions about an unresolved SARA-related (distance education) complaint, students may contact the Pennsylvania State Portal Entity representative as listed in the [NC-SARA State Portal Entity Directory](#).
- **California students:** Because California is not a SARA member state, students residing there may use the [California Department of Consumer Affairs out-of-state student complaint process](#) after completing LBC's internal process. Contact: Consumer Information Center, 1625 North Market Blvd., Suite N-112, Sacramento, CA 95834; 833-942-1120; dca@dca.ca.gov.
- **Military-affiliated students:** If the concern involves LBC's compliance with the Principles of Excellence, use the [Department of Defense Postsecondary Education Complaint System](#) after completing the applicable LBC process.
- **Accreditation concerns:** Concerns alleging continuing institutional noncompliance with accreditation standards, requirements, policies, or procedures may be submitted through the [MSCHE complaint process](#) or the [ABHE complaint process](#) after LBC's grievance and appeal procedures have been completed. Accreditors generally do not resolve individual disputes involving grades, admissions, fees, disciplinary decisions, or similar matters outside their authority.
- **FERPA concerns:** Use the [U.S. Department of Education Student Privacy complaint process](#) when applicable.